

NEED TO REPLACE YOUR CLIPPER CARD?

Here's what you need to know.



CLIPPER CARD QUICK TIPS

Register Your Clipper card online right away. Your Clipper card must be registered online or by phone to get a replacement card.

Write down or photograph your Clipper card serial number. (see below)



Replace BY PHONE

- Call Clipper Customer Service at **1-877-878-8883** weekdays from 6 a.m. to 8 p.m., and weekends from 8 a.m. to 5 p.m.
- Say, **"Hi, my name is [your name], and I go to [your school name]. I have an AC Transit Student Transit Pass that I need to replace."** You must provide this information to ensure that you receive the proper replacement card.
- You might be asked to register your card and if so, provide your name and mailing address. You can provide your school's address if you do not want to use your home address.
- You will be asked to pay a \$5 fee for the new card. Have a credit card ready to make this payment.
- Confirm with the representative that your new card will be mailed to your school in 1-2 weeks.
- After 1 week, check with your school administrator's office to see if your card has arrived.
- If you have any problems during this process, please write down the date/time of your call, and the name of the person you spoke with, and give this information to your school's student transit pass administrator.
- If you do not receive your card within 3 weeks, please contact Clipper Customer Service or see your school's student transit pass administrator.

DON'T FORGET, your Clipper card has value!

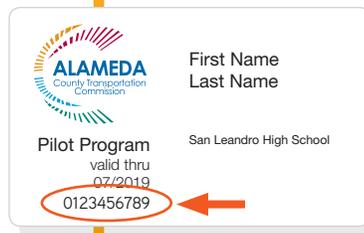
The card you were issued is for your use only, so remember to keep it in a safe place.



Replace ONLINE

STEP 1

Locate your Clipper card serial number



It's the **10-digit number** on the bottom left side of the back of your card.

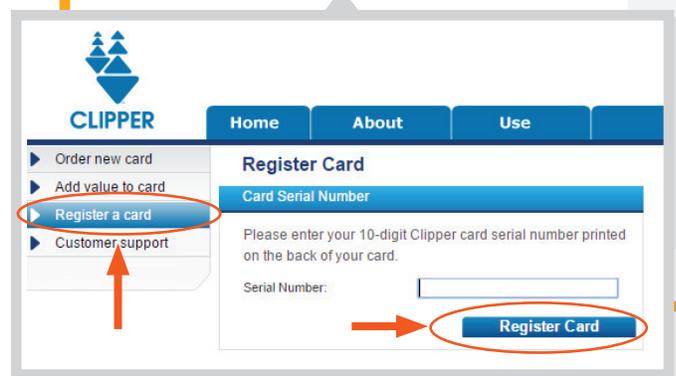
If you don't have it, don't worry! Ask your school's student transit pass administrator in the main office.

STEP 2

Register your Clipper card



Go to www.clippercard.com. Click **"Register a card"** on the left menu. Before you can get a replacement card you must register the lost card. Enter the lost Clipper card serial number and click **"Register card."**



STEP 3

Create New Account

Once you've entered your serial number, you'll be asked to create an account. Click **"Create new account"** and fill in your information. Then click **"Next"** and you should see the Clipper card with the serial number you registered.

Include an **email address** that you can access.

If you'd rather not provide your home address, you may enter **your school's address**.

Create a strong password! It must include three of the following: upper-case letter, lower-case letter, a number, or a special symbol (!, @, #, \$, %, ^, *, ?, _ , & or ~).

STEP 4

Report Lost or Stolen Card

Click on **"Report lost, stolen, or damaged card"** on the left. Make selections as requested and click **"Submit"** when finished.

In order to receive a replacement card, please select "Replace my card and restore remaining value (\$5 balance restoration fee)." Then enter the payment information.

Update the billing address for the credit card if it is different from the one you used to create your Clipper card account.

Don't worry about updating the mailing address: **the new card will be mailed to your school.**

Once you click **"Submit"** the card will be deactivated immediately.

STEP 5

Congratulations, you're finished!!

Just a few tips:

- Write down your **reference number** for safekeeping.
- In about a week, go to the school administrator's office to see if your card has arrived.
- If you have not received your card within three weeks, please contact Clipper Customer Service or see your school's student transit pass administrator.



The Student Transit Pass Program is funded by Measure BB, Alameda County's transportation sales tax approved by voters in 2014.

Still have questions or need help?

Call Clipper Customer Service at **1-877-878-8883** weekdays from 6 a.m.-8 p.m., and weekends from 8 a.m.-5 p.m. You can always ask your school's student transit pass administrator for assistance, or send an email to studentpasspilot@alamedact.org.

